



INFORMATION TECHNOLOGY INDUSTRY

MISSOURI TARGET INDUSTRY

JUNE 2020

2019 STATEWIDE LABOR ANALYSIS

The Information Technology (IT) industry showed more than 12,000 online job postings in 2019 for top demand jobs. The top occupation, making up 12.7 percent of total job postings, was *Computer Occupations All Other*, which includes jobs such as *Computer Systems Engineers and Information Technology Project Managers*.

The top five employers for 2019 were Cerner Corporation, Navisite Inc., Jack Henry & Associates, Fiserv, and Envision.

TOP JOB POSTINGS

SOC Code	Description	Online Job Postings	Average Annual Wage	
Now - requires short-term on-the-job training, little to no experience, and/or a high school diploma				
43-4051	Customer Service Representatives	3.2%	\$35,020	★
53-7062	Laborers and Material Movers, Hand	0.6%	\$31,360	★
43-9051	Mail Clerks and Mail Machine Operators	0.5%	\$31,520	
43-4171	Receptionists and Information Clerks	0.2%	\$27,550	
43-9021	Data Entry Keyers	0.2%	\$32,650	
Next - requires a non-degree certificate, associate degree, apprenticeship, some experience, or moderate- to long-term training				
41-4012	Sales Representatives, Wholesale and Manufacturing	5.4%	\$65,640	★
15-1151	Computer User Support Specialists	3.1%	\$47,600	
15-1134	Web Developers	1.3%	\$65,090	
49-9071	Maintenance and Repair Workers, General	1.1%	\$38,200	★
43-6014	Secretaries and Administrative Assistants	0.9%	\$35,010	★
Later - requires a bachelor's degree or higher				
15-1199	Computer Occupations, All Other	12.7%	\$82,610	
15-1132	Software Developers, Applications	11.6%	\$93,880	★
11-9199	Managers, All Other	4.3%	\$97,820	★
13-1111	Management Analysts	3.2%	\$81,300	
15-1121	Computer Systems Analysts	2.9%	\$83,720	

★ Denotes the top 10 occupations by total number of projected openings from 2016-2026 in Now, Next, and Later categories

EDUCATION AND TRAINING OPPORTUNITIES

Across the state there are 34 programs in 104 locations for training in IT occupations. Visit **MoSCORES**, Missouri's system linking program information and outcomes (employment, wage, credential rates) for traditional degree programs as well as noncredit credentials to find degree and certificate programs at an educational institution near you. In addition, there are 23 U.S. Department of Labor Registered Apprenticeship programs for IT occupations across the state. Visit **Apprenticeship Missouri** for more information.

TOP SKILLS & CERTIFICATIONS

TOP 10 BASIC SKILLS

Communication Skills
Teamwork / Collaboration
Problem Solving
Research
Troubleshooting
Microsoft Excel
Planning
Writing
Detail-Oriented
Microsoft Office

Basic skills are the most numerous, found in the majority of job advertisements. Several soft skills such as communication, teamwork, and problem solving ranked in the top 10 requested basic skills.

TOP 10 SPECIALIZED SKILLS

Customer Service
Project Management
SQL
Sales
Customer Contact
Scheduling
Software Development
Java
Budgeting
Occupational Health and Safety

Customer service was the top specialized skill, followed by project management and SQL.

TOP 10 SOFTWARE SKILLS

SQL
Software Development
Java
Oracle
Software Engineering
Linux
JavaScript
Python
Scrum
Salesforce

Microsoft Office and its products such as Word, Excel, PowerPoint, and Access are the most requested software skills across all industries. Other skills requested in the Information Technology industry include SQL and software development.

TOP 10 CERTIFICATES

Driver's License
Security Clearance
Project Management Certification
Certified Public Accountant (CPA)
IT Infrastructure Library (ITIL) Certification
Project Management Professional (PMP)
Certified Information Systems Security Professional
Cisco Certified Network Associate (CCNA)
Certified A+ Technician
ITIL Certification

The top requested certificate was Driver's License, followed by Security Clearance and Project Management Certification.

Notes:

Burning Glass Technologies/Labor Insight, 2018 Bureau of Labor Statistics OES wages, 2016-2026 Employment Projections

This report uses annual data from the Bureau of Labor Statistics where there is a time-release lag to ensure all data is reported in from various sectors and geographic locations. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner